

Professional Summary

Highly skilled Front Desk Agent with a Bachelor of Science (Hons) in Travel and Tourism Management and extensive experience in front-office operations within dynamic hospitality environments. Proficient in Opera PMS, Microsoft Office Suite, and other hospitality software, excelling in guest relations, reservations, and administrative support. Known for delivering exceptional customer service, resolving issues promptly, and ensuring seamless guest experiences. Committed to maintaining the highest standards of hospitality and contributing to organizational success.

Professional Experience

Guest Service Agent

Trinco Blu by Cinnamon Hotels, Trincomalee, Sri Lanka
Jun 2024 - Sep 2024

- Managed guest check-ins and check-outs using Opera PMS.
- Addressed guest inquiries and ensured high satisfaction levels.
- Collaborated with various departments to resolve guest issues promptly.
- Assisted in training new team members on front-office procedures.

Front Office Executive

Siam City Cement (Lanka) Limited - Insee Cement, Colombo, Sri Lanka
Sep 2023 - Jun 2024

- Oversaw daily front-office operations and maintained process efficiency.
- Handled administrative tasks, including scheduling and record-keeping.
- Ensured excellent client communication and resolved complaints effectively.

Front Office Assistant (Internship)

Vivanta Colombo Airport Garden Hotel by Taj, Katunayake, Colombo, Sri Lanka
Feb 2022 - Oct 2022

- Supported front-office operations, including guest check-ins and reservations.
- Provided administrative assistance and maintained organized records.
- Ensured compliance with hospitality standards and protocols.

Trainee in Web and Direct Tour Sales

Tangerine Tours (Pvt) Limited, Colombo, Sri Lanka
Dec 2019 - Mar 2020

- Coordinated with clients to arrange customized travel packages.
- Conducted market research to identify trends and client preferences.
- Assisted in managing online booking systems and client communications.

Skills

- **Technical Skills:** Opera PMS, ERP System, Microsoft Office Suite (Word, Excel, PowerPoint). **Soft**
- **Skills:** Communication, Customer Service, Teamwork, Time Management, Multitasking, Problem-Solving, Adaptability.
- **Other Competencies:** Cash Handling, Negotiation, Compliance with FIFO and hospitality standards.

Academic Qualifications

- **Bachelor of Science (Hons.) in Travel and Tourism Management**
SLTC Research University, Colombo, Sri Lanka
Feb 2019 – Jun 2023
Achieved Second Class (Upper Division).
- **AAT Level 01 and Level 02 Completed**
- **General Certificate of Education Advanced Level (Sri Lanka)**
St. Paul's Girls' School, Kelaniya, Colombo, Sri Lanka
Aug 2018
- **General Certificate of Education Ordinary Level (Sri Lanka)**
Dec 2015
- **Cambridge Young Learners English Tests**
University of Cambridge ESOL, British Council, Colombo, Sri Lanka
2010 – 2011

Personal Information:

Full Name	Urusula Shemari Pillai
Gender	Female
Date of Birth	3 rd November 1999
Religion	Catholic
Marital Status	Single
Passport Number	N 9621968
Nationality	Sri Lankan
Known Languages	English & Sinhalese ,Tamil
Visa Status	Visit Visa (Expires : 26 th Of January 2025
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Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Yours Faithfully,
Urusula Shemari Pillai